LIVE-IN CARE · EPSOM, SURREY

Live-in care in Epsom

Fully managed live-in care in Epsom, Ewell and the neighbourhoods around them from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the 24-hour A&E at Epsom Hospital and how its discharge works, help at home after hospital, and local help with memory, dementia day care, transport and hospice care.

From £1,550 a week

Free initial assessment · A written quote before care begins



IN BRIEF

Day and Nightcare provides fully managed live-in care in Epsom, from £1,550 a week. A dedicated live-in carer lives in your home, supporting you through the day and close by at night, and our CQC-registered care team plans, supervises and reviews the care. The initial assessment is free.

OUR CARE, WHERE YOU LIVE

Our live-in care in Epsom

Live-in care means one-to-one support in your own home: personal care, medication support, meals, help around the house, getting out and about, and someone close by at night. Whether it suits the person, and whether one carer can support a couple, is worked out at the free assessment. Read more in live-in care explained and how it works day to day.

Dementia care | Care after hospital | End-of-life care | Care for couples | Respite care | Costs and funding

How we arrange live-in care in Epsom

Day and Nightcare provides fully managed live-in care in Epsom, Ewell and the neighbourhoods around them, from £1,550 a week. One main carer lives in the home; a relief carer covers their holidays and time off, and a manager is on call. Care starts with a free assessment, a written quote and a written care plan.

Care can be paid for privately, by Surrey County Council (including direct payments) or by NHS Continuing Healthcare. We have provided Discharge to Assess (D2A) care since 2014. If someone is in hospital, tell us the expected discharge date (see care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Epsom

Surrey County Council arranges adult social care. To ask for a needs assessment, call **0300 200 1005** (9am to 5pm, Monday to Friday), email asc.infoandadvice@surreycc.gov.uk, or start the online self-assessment with an email address, a phone number and the GP's details to hand. Out of hours, call 01483 517 898.

The assessment is free, and so are reablement for up to six weeks and daily living equipment under £1,000. With more than £23,250 in capital (not counting the home) your relative pays the full cost, and if the council arranges care at home it charges £385 plus £16.50 a week. You can also arrange live-in care directly with a provider; see the cost of live-in care.

A family carer can ask for a free carer's assessment online or through Action for Carers Surrey (0303 040 1234; Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm).

Epsom and Ewell Borough Council collects council tax:

- **Severe mental impairment**, for example dementia: the person must be medically certified and entitled to a qualifying benefit; their doctor completes the certificate part of the form. If everyone in the home qualifies, it can be exempt. Email the form, certificate and proof of benefit to counciltax@epsom-ewell.gov.uk.
- **Disabled band reduction**, where a disabled resident needs an extra room, bathroom, kitchen or space; an officer visits to confirm.

Urgent care and leaving hospital in Epsom

- **A&E:** Epsom Hospital, Dorking Road (01372 735 735), open 24 hours for all ages.
- **Urgent treatment centres:** NHS Surrey and Sussex ICB lists none in Epsom and Ewell.
- **Urgent help at home:** for adults registered with a Surrey Downs GP, the Urgent Community Response team aims to assess people at home within two hours of referral, 8am to 8pm daily; the GP, NHS 111, the ambulance service or another professional refers.

At Epsom Hospital, most patients are collected by family or friends; patient transport is for those with a medical need and aims to collect within two hours. Patients go home with up to 14 days of medicines if needed (questions: 01372 735 251, weekdays 9am to 5pm). Action for Carers has a Hospital Carer Advisor for Epsom and St Helier on Mondays, Tuesdays and Thursdays (through the helpline).

Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home. In the Surrey Downs area, you can also ask for the **Hospital to Home Support Service**: up to six weeks of support with welfare calls and a Lifeline alarm. Refer before discharge on 01372 204500.

For NHS Continuing Healthcare, NHS Surrey and Sussex ICB's Surrey team is on 0300 561 1444.

Local help in Epsom

Carers' services, dementia support, transport, befriending and other local help, with phone numbers.

- **Memory worries.** The GP can refer to Surrey and Borders Partnership's Community Mental Health Team for Older People for Mid Surrey, at Horizon, Upper High Street (0300 222 5716, weekdays 9am to 5pm), for people over 65 with memory concerns. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **Day care and company.** The Community & Wellbeing Centre on Sefton Road is a hub for the over 55s, open weekdays 9am to 4pm, with a lunchtime restaurant (01372 720563). Its Wellbeing Daycare gives specialist respite care for people with dementia and memory loss (01372 727583).
- **Getting about.** Transport from Home is the borough's assisted, wheelchair-accessible door-to-door transport for people unable to use public transport; Surrey County Council lists it on 01372 732000.

- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in East Surrey 01883 343095.
- **End of life.** Princess Alice Hospice in Esher gives free end-of-life care in Epsom and Ewell, at the hospice and at home (0300 10 20 100).

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Epsom and Ewell Borough Council, taking on all council services in Epsom and Ewell, including adult social care (confirmed). Until then the current councils operate as normal; council tax from April 2027 has not yet been decided.

USEFUL LOCAL CONTACTS

Useful contacts in Epsom

The council, NHS teams, hospitals and local services you are most likely to need in Epsom, with links to their official pages. Open any heading for the details.

Council and care assessments

Adult social care in Epsom is arranged by Surrey County Council. Anyone who appears to need care can ask for a free care needs assessment, whatever their savings. If the council funds care, you can usually take it as a direct payment and use it for live-in care from us.

- **Surrey County Council:** ask for a care needs assessment (telephone 0300 200 1005); carer's assessment.

NHS Continuing Healthcare

When someone's main need is a health need, the NHS pays for all of their care through NHS Continuing Healthcare, and it is not means-tested. For Epsom it is arranged by NHS Surrey and Sussex Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Epsom

If someone is in hospital, tell us the expected discharge date as early as you can, and we will work with you and the discharge team on when live-in care can start.

- Epsom Hospital: Dorking Road, KT18 7EG; A&E open 24 hours, all ages; 01372 735 735 (leaving hospital information)
- Princess Alice Hospice: West End Lane, Esher KT10 8NA; free specialist end-of-life care across Kingston, Richmond and large parts of Surrey; patient and clinical support 0300 10 20 100

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community & Wellbeing Centre, Epsom: Day opportunities (01372 720563)
- Wellbeing Daycare (Community & Wellbeing Centre): Dementia support (01372 727583)
- Community Mental Health Team for Older People: Mid Surrey (memory concerns): Dementia support (0300 222 5716)
- Transport from Home: Community transport (01372 732000)
- Hospital to Home Support Service (Mole Valley Life): Community support (01372 204500)
- Princess Alice Hospice: Hospice (0300 10 20 100)
- Age UK Surrey: Age UK (01483 503414)

Council tax

Council tax in Epsom, including discounts for people with a severe mental impairment, for disabled people and for some carers, is handled by Epsom and Ewell Borough Council. See council tax discounts for care.

Villages around Epsom

Ewell · Ewell Village · West Ewell · Stoneleigh · Ewell Court · Cuddington · Nonsuch · Auriol · Horton · Woodcote · Langley Vale · College

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YOUR QUESTIONS

Questions about live-in care in Epsom

Who do I call in Epsom to ask for a care assessment?

Surrey County Council runs adult social care for Epsom and Ewell, not Epsom and Ewell Borough Council. Call its information and advice line on 0300 200 1005 (9am to 5pm, Monday to Friday), email asc.infoandadvice@surreycc.gov.uk, or start the online self-assessment with an email address, a phone number and the GP's details to hand. Out of hours, the emergency number is 01483 517 898. The needs assessment is free.

Who collects my relative from Epsom Hospital, and how long does hospital transport take?

The trust says that in most cases a family member, carer, friend or partner is asked to collect the patient. Patient transport is for people with a medical need, and at Epsom it aims to collect within two hours of the patient being booked as ready to leave. If needed, the patient goes home with a 14-day supply of medicines. Questions about medicines go to 01372 735 251, Monday to Friday, 9am to 5pm.

Is there a day centre in Epsom for someone with dementia?

Yes. Epsom and Ewell Borough Council's Community & Wellbeing Centre on Sefton Road runs Wellbeing Daycare, specialist respite care for people with dementia and memory loss (01372 727583). The centre itself is a hub for the over 55s, open Monday to Friday 9am to 4pm, with a self-service restaurant from 11.30am to 1pm (01372 720563).

Is there help at home in the first weeks after leaving hospital?

Surrey County Council may offer free reablement for a few days up to six weeks. Epsom is in the Surrey Downs area, so you can also ask for the Hospital to Home Support Service, run by Mole Valley Life: up to six weeks of support with welfare calls and a Lifeline alarm, with charges for some services. Refer before discharge on 01372 204500 or email homereferral@molevalley.gov.uk.

How much does live-in care cost in Epsom?

Live-in care with Day and Nightcare costs from £1,550 a week in Epsom, the same as everywhere in England, for one person with a carer who rests at night. That includes our care team's management (the assessment, care plan, reviews, supervision and the on-call manager) and the carer's food; break cover and the carer's travel are extra. For a couple it is from £1,800 a week, where one carer can safely meet both partners' needs. You receive a written quote after a free assessment.

Can the council help pay for live-in care in Epsom?

Yes, if the person's care needs meet the national eligibility criteria and their savings are below £23,250 (2026/27). Adult social care in Epsom is arranged by Surrey County Council. Ask for a care needs assessment; if you are eligible, council funding can usually be taken as a direct payment and used for live-in care from us.

Can live-in care start when someone leaves Epsom Hospital?

It can. Tell us the expected discharge date as early as you can, and we will work with you and the ward's discharge team on when live-in care can start. We can often start within 24 to 48 hours of the assessment, depending on carer availability, and we confirm the start date once a carer is arranged. We have provided Discharge to Assess (D2A) care since 2014.

Sources and further information

- Surrey County Council: Contact Adult Social Care
- Surrey County Council: Start a social care needs assessment
- Surrey County Council: What is a carer's assessment
- Surrey County Council: Charging policy for adult social care
- Surrey County Council: Hospital stays and discharge
- Surrey County Council: Dial-a-Ride
- Future Surrey (Surrey LGR Hub): East Surrey Council
- Future Surrey (Surrey LGR Hub): Your questions answered
- Epsom and Ewell Borough Council: Discounts and exemptions
- Epsom and Ewell Borough Council: Transport from Home
- Epsom and Ewell Borough Council: Community & Wellbeing Centre
- NHS website: Epsom Hospital, accident and emergency
- Epsom and St Helier University Hospitals: Inpatients
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- Surrey Downs Health and Care: Urgent Community Response
- Mole Valley Life: Hospital to Home Support Service
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Mid Surrey
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us

- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- Princess Alice Hospice: Find us
- Princess Alice Hospice
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)

Price
From £1,550 a week

Covers
Epsom and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Surrey

All of Surrey · Guildford · Woking · Reigate · Redhill · Camberley · Farnham · Staines-upon-Thames · Godalming · Weybridge · Walton-on-Thames · Esher · Leatherhead · Dorking · Caterham · Oxted · Haslemere · Cranleigh · Egham

Talk to our care team: 01865 715780
enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272
Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA
CQC overall rating: Good (report published 20 April 2018)

The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/surrey/epsom/**
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Information, not advice: please check anything important with the organisation named.